

COTS Applications Technology Roadmap				May 2023										
Vendor	Application Name	App Version	Release	Current Classification	N N-1	General Availability	Projected	Approved	Divest: Plan	Divest: Execution	Prohibited	Vendor End of Support	References	Notes
Microsoft	Dynamics 365 Formerly Dynamics CRM	2023 Release Wave 2		Projected			10/1/2023						Current Release Plans https://docs.microsoft.com/en-us/dynamics365/release-plans/ https://learn.microsoft.com/en-us/dynamics365/release-plans/	EA direction is to continue with Dynamics 365 by upgrading to the newest approved release. https://learn.microsoft.com/en-us/dynamics365-release-plan/2022wave2/ https://dynamics.microsoft.com/en-us/roadmap/overview/ https://docs.microsoft.com/en-us/dynamics365/finance/get-started/whats-new-home-page https://endoflife.date/
		2022 Release Wave 2		Approved	N	11/1/2022		2/1/2023	8/1/2023	4/1/2024	4/1/2025		https://learn.microsoft.com/en-us/dynamics365-release-plan/2022wave2/	https://learn.microsoft.com/en-us/dynamics365/release-plans/archived-plans https://dynamics.microsoft.com/en-us/roadmap/overview/ https://docs.microsoft.com/en-us/dynamics365/finance/get-started/whats-new-home-page
		2022 Release Wave 1		Approved	N-1	6/1/2022		9/1/2022	6/1/2023	2/1/2024	2/1/2025		https://learn.microsoft.com/en-us/dynamics365-release-plan/2022wave1/	https://learn.microsoft.com/en-us/dynamics365/release-plans/archived-plans https://dynamics.microsoft.com/en-us/roadmap/overview/ https://docs.microsoft.com/en-us/dynamics365/finance/get-started/whats-new-home-page
		2021 Release Wave 2		Divest: Plan		1/1/2022			3/1/2023	8/1/2023	12/1/2023			https://learn.microsoft.com/en-us/dynamics365/release-plans/archived-plans https://dynamics.microsoft.com/en-us/roadmap/overview/
		2021 Release Wave 1		Divest: Execution		4/1/2021				3/1/2023	6/1/2023		https://docs.microsoft.com/en-us/dynamics365-release-plan/2021wave1/	https://learn.microsoft.com/en-us/dynamics365/release-plans/archived-plans https://docs.microsoft.com/en-us/dynamics365/release-plans/index#pivot=dyn365-relplan&panel=dyn365relplan .
		2020 Release Wave 2		Prohibited		10/1/2020					7/31/2022		https://docs.microsoft.com/en-us/dynamics365-release-plan/2020wave2/	
		2020 Release Wave 1		Prohibited		4/1/2020					6/1/2021		https://learn.microsoft.com/en-us/dynamics365-release-plan/2020wave1/index	https://learn.microsoft.com/en-us/dynamics365/release-plans/archived-plans https://docs.microsoft.com/en-us/dynamics365-release-plan/2020wave1/
		2019 Release Wave 2		Prohibited		10/1/2019					12/1/2020			12/1/2020 projected prohibited date due to an anticipated projection release, which may be changed as projections change. Features released from October 2019 thru March 2020. https://docs.microsoft.com/en-us/dynamics365-release-plan/2019wave2/
		April 19 Release		Prohibited		4/5/2019					6/1/2020			All features were available in the September 2019 update though some were available as early as February 2019 and the release was technically generally available in April 2019 depending on the specific feature of the product. Note: The April '19 release signified a key milestone for Dynamics 365. It was the first major update where all customers across Dynamics 365 were on the latest version and on a consistent update schedule. It was also a template of how major updates will be completed in April and October every year. https://support.microsoft.com/en-us/help/30881/modern-lifecycle-policy https://docs.microsoft.com/en-us/business-applications-release-notes/April19/ https://docs.microsoft.com/en-us/dynamics365/release-plans/index
		Dynamics 365 for Finance and Operations (on-premises)		Prohibited							12/11/2019	12/31/2027		365 combines Microsoft business products (CRM & ERP Dynamics AX). Microsoft Dynamics CRM is now known as Dynamics 365 Customer Engagement. Dynamics 365 contains the following applications: Dynamics 365 for Sales; Dynamics 365 for Customer Service; Dynamics 365 for Marketing; Dynamics 365 for Field Service; Dynamics 365 for Project Service Automation. Note: Dynamics 365 for Finance and Operations and Dynamics 365 Business Central cover the ERP needs, such as book-keeping, invoice and order handling and manufacturing. Overall strategy is to let the customers choose the module they need. https://support.microsoft.com/en-us/lifecycle/search?alpha=microsoft%20dynamics Microsoft will support the software through December 31, 2027, at a minimum, but only if the customer keeps the deployed software current according to the policy at the Migration Lifecycle Policy page. https://docs.microsoft.com/en-us/dynamics365/business-central/dev-itpro/terms/lifecycle-policy-on-premises https://support.microsoft.com/en-us/lifecycle/search?alpha=dynamics%20365 https://docs.microsoft.com/en-us/dynamics365/fin-ops-core/dev-itpro/migration-upgrade/on-prem-version-update-policy (Modern Lifecycle Policy) https://docs.microsoft.com/en-us/dynamics365/business-central/product-requirements
		CRM 2015 Last on-prem version		Prohibited	N-1	2/11/2015					1/14/2023	1/14/2025	https://support.microsoft.com/en-us/lifecycle/search/629 https://dynamics.microsoft.com/en-us/migration-program/	Extended support end date 1/14/2025 for Dynamics CRM 2015. After the extended support end date, no further patches or security updates will be available.
Microsoft	Microsoft Identity Manager (MIM)	2016	SP2	Approved	N	11/4/2019		2/4/2020	1/1/2026	1/1/2027	1/1/2028	1/9/2029	https://docs.microsoft.com/en-us/lifecycle/products/microsoft-identity-manager-2016	EA direction is to: Determine how you are currently using MIM-2016 to ensure a replacement meets your requirements. Note you may already have a replacement available in your enterprise. It is anticipated that Microsoft will replace MIM functionality with technologies that offer a tight fit to Azure AD along the path to January 2026. Note: The end of support date for Microsoft Identity Manager 2016 has been extended from January 13, 2026 to January 9, 2029 MIM (formerly Forefront Identity Manager, and Identity Lifecycle Manager before that) is a widely used service for managing user lifecycles and access rights in Active Directory. Mainstream support for MIM ended in January 2021. Azure AD Premium customers can get extended support until 2026. 2021 - Right now, it is moving into well-earned retirement phase. It is no longer actively developed by Microsoft. Still, for many organizations, it is time to look for a replacement. https://www.predicagroup.com/blog/microsoft-identity-manager-end-of-life/ https://endoflife.date/

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														What to use in place of MIM ideas -> https://www.predicagroup.com/app/uploads/2021/08/MIM-infographic-08.2021.pdf MIM Native Features -> https://oxfordcomputertraining.com/wp-content/uploads/MIM-native-features.jpg Identity Infrastructure for MS 365 https://github.com/MicrosoftDocs/microsoft-365-docs/raw/public/microsoft-365/downloads/m365e-identity-infra.pdf Mainstream end date is Jan-12-2021. Extended end date is Jan-13-2026 MIM documentation https://docs.microsoft.com/en-us/microsoft-identity-manager/ MS Fixed Lifecycle Policy: https://docs.microsoft.com/en-us/lifecycle/policies/fixd A minimum of five years Mainstream Support. An additional period of Extended Support for some products. Search Product and Services Lifecycle Information https://docs.microsoft.com/en-us/lifecycle/products/ Azure Support is available for Azure AD integration components through the end of Extended Support for Microsoft Identity Manager 2016. https://docs.microsoft.com/en-us/microsoft-identity-manager/support-update-for-azure-active-directory-premium-customers Microsoft Identity Manager 2016 news and updates https://docs.microsoft.com/en-us/microsoft-identity-manager/microsoft-identity-manager-2016 Okta vs RSA SecurID vs CyberArk Conjur vs MS Azure AD https://www.saasworthy.com/compare/cyberark-conjur-vs-microsoft-azure-ad-vs-okta-vs-rsa-securid?ids=2940,2945,5975,10482
			SP1	Prohibited		9/20/2016					6/4/2020	11/4/2020	https://docs.microsoft.com/en-us/lifecycle/products/microsoft-identity-manager-2016	
			Original	Prohibited		9/27/2015					6/10/2017	10/10/2017	https://docs.microsoft.com/en-us/lifecycle/products/microsoft-identity-manager-2016	
Microsoft	SharePoint													
		Server	2019	Divest: Plan	N	10/22/2018			5/1/2022	7/14/2023	7/14/2024	7/14/2026	https://support.microsoft.com/en-us/lifecycle/search/935 https://docs.microsoft.com/en-us/lifecycle/products/sharepoint-server-2019 https://docs.google.com/spreadsheets/d/1TmrPL2x1o919na_s5_hVA2PUQ5ID62NEB9ZFyqhX6Po/edit#gid=0 https://docs.microsoft.com/en-us/sharepoint/what-s-new/new-and-improved-features-in-sharepoint-server-subscription-edition	SharePoint Server is provided to organizations that seek greater control over SharePoint's behavior or design. This product is installed on customers' IT infrastructure. It receives fewer frequent updates, but has access to a wider set of features and customization capabilities. There are currently two editions of SharePoint Server: Standard and Enterprise. These servers may be provisioned as normal virtual/cloud servers or as hosted services. https://www.computersupport.com/itanywherelabs/sharepoint-online-on-premises-2019-version-review/ https://docs.microsoft.com/en-us/officeupdates/sharepoint-updates EA direction is to discontinue reliance on SharePoint as an on-prem custom application development platform, and to continue migrating from on-prem SharePoint to Microsoft 365 in the cloud. Follow Microsoft 365 guidance for SharePoint as applicable. https://www.microsoft.com/en-us/microsoft-365/enterprise SharePoint Server Subscription Edition (SE) https://redmondmag.com/articles/2021/07/20/sharepoint-server-subscription-edition-preview.aspx https://techcommunity.microsoft.com/t5/microsoft-sharepoint-blog/a-new-day-for-sharepoint-server/ba-p/2556404 What is the difference between Office 365 and Microsoft 365? Microsoft 365 includes everything you know in Office 365. Microsoft 365 is designed to help people and businesses achieve more with innovative Office apps, intelligent cloud services, and world-class security. https://www.microsoft.com/en-us/microsoft-365/office-365 In a statement to Office 365 users and reported by Mary Jo Foley in ZDNet, Microsoft stated: "In mid-September, the Office 365 Roadmap will become the Microsoft 365 Roadmap and will move to a new web location. In addition to retaining all the current information and functionality of the existing Office 365 Roadmap, the new site will include Microsoft 365 product features from Windows 10, Enterprise Mobility Suite, and Azure." Aug-24-2018 https://www.cmswire.com/digital-workplace/office-365-and-microsoft-365-roadmaps-combine-slacks-427m-funding-round-more-news/ https://endoflife.date/
		Server	2016	Divest: Plan	N-1	5/1/2016			5/1/2022	7/14/2023	7/14/2024	7/14/2026	https://docs.microsoft.com/en-us/officeupdates/sharepoint-updates https://www.microsoft.com/en-us/microsoft-365/roadmap?rtc=2&filters= https://en.wikipedia.org/wiki/SharePoint	With SharePoint Server hybrid, productivity services in SharePoint in Microsoft 365 can be integrated with on-premises SharePoint Server to provide unified functionality and access to data. For enterprises that want to gradually move their existing on-premises SharePoint Server services to the cloud, SharePoint Server hybrid provides a staged migration path by extending high-impact SharePoint Server workloads to SharePoint in Microsoft 365. https://docs.microsoft.com/en-us/sharepoint/hybrid/hybrid https://docs.microsoft.com/en-us/SharePoint/hybrid/sharepoint-hybrid-sites-and-search?redirectedfrom=MSDN https://products.office.com/en-us/sharepoint/collaboration?ms.officeurl=sharepoint&rtc=1
		Server	2013 and earlier	Prohibited		1/9/2013					4/10/2016	4/10/2018	https://docs.microsoft.com/en-us/officeupdates/sharepoint-updates	Microsoft SharePoint is a cloud-based service that helps organizations share and manage content, knowledge, and applications. https://docs.microsoft.com/en-us/sharepoint/introduction Architecture review documents supporting reliance on the cloud for SharePoint services: GMAS Service Design Doc 1-31-2019.docx; VITA VAR-791 Approved October 2019, VITA VAR-727 Approved October 2017, VITA VAR-413 Approved September 2016.

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Microsoft	Exchange	2025		Projected			9/1/2025						<p>https://techcommunity.microsoft.com/t5/exchange-team-blog/exchange-server-roadmap-update/ba-p/3421389</p> <p>https://www.zdnet.com/article/microsoft-next-version-of-exchange-server-not-until-2025/</p>	<p>EA Direction is move to software as a service (SaaS) solutions - in this case Exchange Online. For many organizations, Exchange Online in Microsoft 365 delivers the best productivity, the best security and compliance features and is the most cost-effective solution and best experience. If you are an Exchange Server customer that wants to move to Exchange Online, contact your Microsoft account team today to take advantage of available offers, get help from FastTrack, and receive end-to-end guidance from Microsoft. https://www.microsoft.com/en-us/microsoft-365/exchange/email?rtc=1</p> <p>We have moved the release date for the next version of Exchange Server to the second half of 2025. The next version will require Server and CAL licenses and will be accessible only to customers with Software Assurance, similar to the SharePoint Server and Project Server Subscription Editions. We will provide more details on naming, features, requirements, and pricing in the first half of 2024. https://techcommunity.microsoft.com/t5/exchange-team-blog/exchange-server-roadmap-update/ba-p/3421389</p> <p>We are moving the next version of Exchange Server to our Modern Lifecycle Policy, which has no end of support dates. We plan on continuing to support Exchange Server as long as there is substantive market demand. https://techcommunity.microsoft.com/t5/exchange-team-blog/exchange-server-roadmap-update/ba-p/3421389</p> <p>For migrations from an existing on-premises Exchange Server environment, you can migrate all email, calendar items, tasks and contacts from user mailboxes to Office 365. The available methods are cutover, staged, and Exchange Hybrid migrations. These migration methods copy over all mail data, including contacts, calendar items, and tasks. You can also use the Internet Message Access Protocol (IMAP) migration from Exchange servers. https://learn.microsoft.com/en-us/exchange/mailbox-migration/decide-on-a-migration-path</p>
		2019 Enterprise and Standard		Approved	N	10/22/2018		10/22/2019	12/1/2025	TBD	TBD	10/14/2025?	<p>https://learn.microsoft.com/en-us/lifecycle/products/exchange-server-2019</p> <p>https://support.microsoft.com/en-us/lifecycle/search/730</p>	<p>Exchange Server 2019 Support Dates applies to Enterprise and Standard. Exchange Server 2019 follows the Fixed Lifecycle Policy. https://learn.microsoft.com/en-us/lifecycle/products/exchange-server-2019</p> <p>Note the end date for 2019 does not match the next version of Exchange Server being released in the second half of 2025 so we will have to monitor the change in what surely must be an updated extended end-of-support date - most likely this change will be made by the end of 2024.</p>
		2016 Enterprise		Divest: Execution	N-1	10/1/2015				9/1/2021	9/1/2023	10/14/2025	<p>https://en.wikipedia.org/wiki/Microsoft_Exchange_Server</p>	<p>Exchange Server 2016 Support Dates applies to Enterprise and Standard. Exchange Server 2016 follows the Fixed Lifecycle Policy. https://learn.microsoft.com/en-us/lifecycle/products/exchange-server-2016</p> <p>Runs exclusively on Windows Server operating systems. Extended support end date is 10/14/2025. Mainstream support end date is 10/13/2020. If you can't move your mailboxes to the cloud and you plan on keeping mailboxes on-premises, then you really should be moving to Exchange Server 2019, and using that for both mailboxes and hybrid connectivity. That way you get full support including non-critical bug fixes and get ongoing product improvements. https://techcommunity.microsoft.com/t5/exchange-team-blog/exchange-server-2016-and-the-end-of-mainstream-support/ba-p/1574110</p>
		2013 Enterprise		Prohibited		1/9/2013					4/11/2021	4/11/2023		<p>On April 11, 2023, less than 90 days from today (Jan-12-2023), Exchange Server 2013 reaches End of Support! After that date, Microsoft will no longer provide: 1) Technical support for problems that may occur; 2) Bug fixes for issues that are discovered and that may impact the stability and usability of the server; 3) Security fixes for vulnerabilities that are discovered and that may make the server vulnerable to security breaches; 4) Time zone updates. Exchange Server 2013 will continue to run after this date, of course; however, due to the risks listed above, we strongly recommend that you migrate from Exchange Server 2013 as soon as possible. If you haven't started your migration from Exchange Server 2013 to Exchange Online or Exchange Server 2019, get going now! In order to stay supported you can: 1) Upgrade to Exchange Server 2019 and/or 2) Migrate to Exchange Online. https://techcommunity.microsoft.com/t5/exchange-team-blog/exchange-server-2013-end-of-support-coming-soon/ba-p/3714799</p>
		2010 and earlier		Prohibited		2/12/2013					10/13/2018	10/13/2020		

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Oracle	E-Business Suite	Product 12.2	11	Approved	N	11/1/2021		5/1/2022	5/1/2025	5/1/2026	5/1/2027	12/31/2033	https://blogs.oracle.com/ebstech/ebs-resources (wait for it to load) https://www.oracle.com/a/ocom/docs/applications/ebusiness/ebs-122-premier-support-extended-through-at-least-2032-2021-04-06-final-tried-tagging.pdf http://www.oracle.com/us/products/applications/ebs-suite-12-2-announcement-5172019.pdf	EA Direction is to continue upgrading to the newest updates and to move to the cloud as applicable. 12.2 is the long-term support release for Oracle E-Business suite, with Premier Support for 12.2 available through at least 2031 https://www.oracle.com/a/ocom/docs/applications/ebusiness/ebs-122-premier-support-extended-through-at-least-2033.pdf Is Oracle releasing Oracle E-Business Suite as a SaaS (Software as a Service) application? Oracle has no plans to offer Oracle E-Business Suite as a SaaS solution. Answers obtained from https://docs.oracle.com/cd/E72030_01/infoportal/ebscfaq.html https://blogs.oracle.com/support/what-oracle-e-business-suite-and-continuous-innovation-mean-for-your-business https://www.oracle.com/us/assets/lifetime-support-applications-069216.pdf https://www.oracle.com/support/lifetime-support/ https://www.oracle.com/us/products/applications/applications-unlimited-1970561.pdf https://skybridgeglobal.com/solutions/e-business-suite1 https://endoflife.date/
		Product 12.2	10	Approved	N	9/1/2020		3/1/2021	3/1/2024	3/1/2025	3/1/2026	12/31/2033	http://www.oracle.com/us/products/applications/ebs-suite-12-2-announcement-5172019.pdf https://www.oracle.com/us/assets/lifetime-support-applications-069216.pdf (p15 of 113) https://www.oracle.com/support/lifetime-support/	Oracle customers who already own Oracle E-Business Suite licenses may use the Oracle Cloud to host instances of their applications. Oracle's Cloud Infrastructure Compute service uses a "Bring your Own License" model, so customers who wish to use Oracle's infrastructure must already own a valid license to the software deployed on the cloud. https://docs.oracle.com/cd/E72030_01/infoportal/ebsoc.html https://blogs.oracle.com/ebsandoraclecloud/ Extended support includes security alerts and updates. The EBS 12.2.9 release update pack (RUP) is delivered on My Oracle Support as Patch 28840850. Instructions for downloading and applying this latest RUP on top of the EBS 12.2 codeline Correcting dates from August 2020 Oracle document indicates current release is 12.2.8, but a March 2020 EBS roadmap indicates 12.2.9 is most current release.
		Product 12.2	9	Divest: Plan	N-1	8/1/2019			5/30/2022	5/30/2023	5/30/2025	12/31/2033	http://www.oracle.com/us/products/applications/ebs-suite-12-2-announcement-5172019.pdf (Shows 12.2.9 is current release) https://blogs.oracle.com/ebstech/ebs-resources https://www.oracle.com/applications/ebusiness/resources.html#announcements	Oracle customers who already own Oracle E-Business Suite licenses may use the Oracle Cloud to host instances of their applications. Oracle's Cloud Infrastructure Compute service uses a "Bring your Own License" model, so customers who wish to use Oracle's infrastructure must already own a valid license to the software deployed on the cloud. https://docs.oracle.com/cd/E72030_01/infoportal/ebsoc.html https://blogs.oracle.com/ebsandoraclecloud/ Extended support includes security alerts and updates. The EBS 12.2.9 release update pack (RUP) is delivered on My Oracle Support as Patch 28840850. Instructions for downloading and applying this latest RUP on top of the EBS 12.2 codeline Correcting dates from August 2020 Oracle document indicates current release is 12.2.8, but a March 2020 EBS roadmap indicates 12.2.9 is most current release.
		Product 12.2	8	Divest: Execution		10/1/2018				4/1/2022	4/1/2024	12/31/2032	https://www.oracle.com/us/assets/lifetime-support-applications-069216.pdf (p15)	
		Product 12.2	7	Prohibited		9/1/2017					3/1/2022	12/31/2032		
		Product 12.2	6	Prohibited		9/1/2016					3/1/2021	12/31/2032		
		Product 12.2	5	Prohibited		10/1/2015					4/1/2020	12/31/2032		Vendor end of support column relates only to 12.2 versions. 12.1 versions end of support is 12/31/2021.
Oracle	PeopleSoft Financials	Oracle ERP Cloud		Approved Automatic 90 day updates	N	1/1/2012	N/A	1/1/2021	N/A	N/A	N/A	N/A	https://www.oracle.com/erp/ https://en.wikipedia.org/wiki/Oracle_Enterprise_Resource_Planning_Cloud	EA Direction is to continue upgrading to the newest innovation releases. Given the large impact of an ERP software migration, recommend planning well in advance for migration from legacy PeopleSoft to most likely Oracle's ERP cloud. Because cloud updates are every 90days by Oracle, usage in the cloud means you get these updates automatically and do not have to conduct them yourselves, thereby negating the need for tracking of N and N-1 updates. See https://www.oracle.com/erp/move-peoplesoft-to-cloud/ which mentions: "A modern cloud solution that stays current with quarterly updates delivered automatically." https://endoflife.date/
		9.2 codeline	36 FMS / ESA / SCM 19 CRM 35 HCM	Approved	N-1	6/1/2020		9/1/2020	12/31/2029	12/31/2030	12/31/2031	12/31/2033	https://www.oracle.com/us/assets/lifetime-support-applications-069216.pdf https://www.oracle.com/support/lifetime-support/applications-unlimited.html http://www.oracle.com/us/support/library/057419.pdf https://docs.oracle.com/en/-/Documentation https://docs.oracle.com/cd/E51537_01/PSFT_Release_Model_Summary.htm	PeopleSoft CRM, CS, ELM, FMS, ESA, SCM and HCM moved to a Continuous Innovation model with the initial delivery of the 9.2 release. Portal Solutions moved to Continuous Innovation for the 9.1 release. With Continuous Innovation, all new functionality is delivered as updates to the existing release; upgrades are not required to gain access to new features and capabilities. All fixes and updates are cumulative and available to all customers in the most current release. Premier Support will be provided for Oracle's PeopleSoft Continuous Innovation Releases through the "Premier Support Through At Least" dates above. At Oracle's discretion, the "Premier Support Through At Least" dates above may be extended in one-year increments. Oracle currently has no plans to end Premier Support on the Oracle PeopleSoft Continuous Innovation Releases. However, if it is no longer practicable for Oracle to continue to provide Premier Support for these products, then Oracle reserves the right) not to extend the "Premier Through At Least" date and the existing date will be set as the End Date for Premier Support. PeopleSoft Update Manager (PUM) Homepage requires Oracle login to peruse. https://support.oracle.com/epmos/faces/DocumentDisplay?id=1464619.1 Premier support and extended support both have security patch updates among other updates: https://www.oracle.com/support/lifetime-support/ Oracle Cloud ERP vs Oracle PeopleSoft ERP https://www.g2.com/compare/oracle-financials-cloud-vs-oracle-peoplesoft https://www.trustradius.com/compare-products/oracle-cloud-erp-vs-peoplesoft-financials https://www.btrgroup.com/best-practices-for-moving-peoplesoft-to-oci/
		9.1 and earlier		Prohibited							1/1/2018	12/31/2022		This is not a "continuous innovation" version so the support end dates appear solid. Version 9.2 is the first version to fall under the new continuous innovation model, hence the 2030 and potentially beyond support dates.

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ServiceNow	ServiceNow	Washington DC		Projected			6/1/2024						https://www.servicenow.com/community/now-platform-articles/servicenow-versions/ta-p/2312014 https://plat4mation.com/servicenow/all-you-need-to-know-about-servicenow-releases/	<p>EA Direction is to continue upgrading to the newest release.</p> <p>https://hi.service-now.com/kb_view.do?sysparm_article=KB0718545 What is your release schedule? We deliver two major releases each year, typically in March and September. How do you name releases? We name our releases after global cities in alphabetical order. The current release is Paris and the previous release was Orlando. https://www.servicenow.com/now-platform/latest-release.html</p> <p>Washington DC is still the last release identified as of February 7, 2023 check. RK-in-EA. https://endoflife.date/</p>
		Vancouver		Projected			12/31/2023						https://www.servicenow.com/community/now-platform-articles/servicenow-versions/ta-p/2312014	
		Utah		Projected			6/1/2023	8/1/2023	4/1/2024	7/1/2024	9/1/2024		https://www.servicenow.com/community/now-platform-articles/servicenow-versions/ta-p/2312014	
		Toyko		Approved	N	9/21/2022		11/1/2022	8/1/2023	10/1/2023	12/31/2023		https://docs.servicenow.com/bundle/tokyo-release-notes/page/release-notes/family-release-notes.html	
		San Diego		Divest: Plan	N-1	3/23/3022			4/1/2023	6/1/2023	8/1/2023	11/1/2023	https://docs.servicenow.com/bundle/sandiego-release-notes/page/release-notes/family-release-notes.html https://community.servicenow.com/community?id=community_search&q=next%20versions%20of%20servicenow	
		Rome		Prohibited		9/16/2021					11/30/2022	12/1/2022	https://docs.servicenow.com/bundle/rome-release-notes/page/release-notes/concept/m-learn-landing-page.html	<p>When does official support end for each version? Generally, 60 days after the release of the second family version after the current. For example, if you are in Rome, then when Tokyo is released, you should have 60 days to upgrade your instances to the new version. https://community.servicenow.com/community?id=community_question&sys_id=942571df1bae451038739979b04bcba1</p>
		Quebec		Prohibited		4/1/2021					1/30/2022	4/30/2022	https://www.servicenow.com/success/instance-upgrades.html https://infocenter.io/servicenow-version-history-release-notes-dates/	<p>ServiceNow n-1 Compliance: Remember, with each release, your organization must comply with the n-1 model. n-1 requires companies to upgrade to either the newest version of the platform or the previous release ServiceNow has released two versions per year since 2018. https://community.servicenow.com/community?id=community_article&sys_id=0886b5dddb5a3b00d82ffb24399619b4 https://www.servicenow.com/now-platform/latest-release.html</p>
		Paris		Prohibited		9/16/2020					12/31/2021	9/30/2021	https://infocenter.io/servicenow-version-history-release-notes-dates/	<p>ServiceNow's support model moved from an N-2 to an N-1 model. Under the N-1 model, customers receive support for(the most current version and one major release prior. Customers have to upgrade without the alternative to opt-out. The N-1 model will grant your company access to the latest and greatest updates. https://infocenter.io/factors-impacting-servicenows-support-strategy/ https://community.servicenow.com/community?id=community_article&sys_id=e22cffe31bd6d050305fea89bd4bcbbf (see bottom of page for PDF link to Paris Fact Sheet - unable to nab URL.</p>
		Orlando		Prohibited		3/11/2020					2/28/2021	3/31/2021		https://docs.servicenow.com/bundle/orlando-release-notes/page/release-notes/family-release-notes.html https://infocenter.io/servicenow-orlando-features/
		New York		Prohibited		9/1/2019					7/30/2020	9/30/2020		

Key	Description
	Emerging
	Projected
	Approved
	Divest: Plan
	Divest: Execute
	Prohibited
	Skipped